

Appendix: Proposed Eligibility and Services model

Proposed services for customers with additional safety needs		
Service	Customers eligible	Energy company (provider of service)
<p>Advice about:</p> <ul style="list-style-type: none"> • Precautions to take in the event of an interruption <p>Information about:</p> <ul style="list-style-type: none"> • How to make contact with the company if their supply is interrupted • Planned interruptions • Help available and planned restoration during planned and unplanned interruptions 	<p>Consumers who may be:</p> <ul style="list-style-type: none"> • More likely than a typical consumer to experience safety issues or have concerns about safety • At greater risk of suffering detriment than a typical consumer if the supply of electricity/gas to their home is interrupted <p>Core Groups:</p> <ul style="list-style-type: none"> • Disabled • Chronically sick • Aged 75 and over • Families with children under 5 	<ul style="list-style-type: none"> • Distribution Network Operators • Gas Distribution Networks
<p>Alternative heating and cooking facilities for certain types/lengths of interruption</p>	<p>Consumers who may be:</p> <ul style="list-style-type: none"> • More likely than a typical consumer to need heating and cooking facilities for health and well-being <p>Core Groups:</p> <ul style="list-style-type: none"> • Disabled • Chronically sick • Aged 75 and over • Families with children under 5 	<ul style="list-style-type: none"> • Gas Distribution Networks
<p>Free gas appliance safety check</p>	<p>Core Groups:</p> <ul style="list-style-type: none"> • Disabled • Chronically sick • Aged 75 and over 	<ul style="list-style-type: none"> • Gas Suppliers

	<ul style="list-style-type: none"> Families with children under 5 Pregnant women <p>Must receive means tested benefits and own their own home</p>	
Password scheme	<p>Consumers who may be:</p> <ul style="list-style-type: none"> More likely than a typical consumer to experience safety issues or have concerns about safety 	<ul style="list-style-type: none"> Suppliers Gas Distribution Networks Distribution Network Operators

Proposed services for customers with additional access needs		
Service	Customers eligible	Energy company (provider of service)
Meter readings – quarterly meter readings or alternative arrangements to access and submit meter readings, eg smart meter	Households with nobody who can read and submit meter readings.	<ul style="list-style-type: none"> • Suppliers • Gas Distribution Networks • Distribution Network Operators
Resiting of a PPM free of charge	Households where it is not safe or reasonably practicable for consumers to access the PPM in its current position	
Knock and Wait	If customers' circumstances mean that they may require longer than the typical consumer to open their door	

Proposed services for customers with additional communication needs		
Service	Customers eligible	Energy company (provider of service)
<p>Ensure information related to the energy companies dealings with consumers are provided by means that are accessible to the consumer including but not limited to</p> <ul style="list-style-type: none"> • Usage information – including where appropriate near real time information • Bill, account and annual summary information • PSR • Information about any other service provided to the customer 	<p>Consumers who may find it harder than the typical consumer to communicate with the licensee or access the licensee services</p>	<ul style="list-style-type: none"> • Suppliers • Gas Distribution Networks • Distribution Network Operators
<p>On request redirect all communications associated with a customers' account to a nominated person (with the nominated person's consent)</p>		
<p>Provide an accessible means by which the customer can contact the company to access information, query or complain about any service provided. Including but not limited to:</p> <ul style="list-style-type: none"> • Actual usage information – in particular information needed to switch supplier or manage energy use • Bill, account and annual summary information 		